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Ann D. Berkowitz  
Project Manager – Federal Affairs

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Federal Communication Commission  
Bureau / Office

1300 I Street, NW  
Suite 400 West  
Washington, DC 20005  
(202) 515-2539  
(202) 336-7922 (fax)

November 25, 2003

Peter Young  
Federal Communications Commission  
455 12th Street, S.W.  
Washington, DC 20554

Dear Mr. Young:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for October 2003. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1, 2 and 3 through the September 2003 performance month by state and the other report provides a summary by metric for the last twelve payments made.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann D. Berkowitz".

Attachments

cc: Ellen Becker

## October 2003

### Definitional Status for Performance measures:

Certain issues affect months previously reported, as noted below.

### West States:

#### PO-1 Response Time OSS Ordering Interface

| Product   | Month(s)                         | Comment   |
|---|----------------------------------|---|
| Electronic Interface<br>PO-1-04<br>West (except VA) | January 2002 –<br>September 2003 | Some service availability queries were excluded from the metric in error. Process was corrected with the October 2003 data month.                               |
| Electronic Interface<br>PO-1-06<br>West (except VA) | January 2002 –<br>September 2003 | Loop Qualification queries made outside of published system hours were included in the metric in error. Process was corrected with the October 2003 data month. |

#### BI-2 Timeliness of Carrier Bill

| Product   | Month(s)                       | Comment   |
|---|--------------------------------|---|
| Carrier Bill<br>BI-2<br>CA, FL, HI, ID, NC, OR,<br>SC, TX, WA | December 2002<br>– August 2003 | Issue previously documented in the October 25, 2003 cover letter did not include California as an affected state. |